

## 10 TIPS

### EFFECTIVELY COMMUNICATING WITH PATIENTS AND STAFF

At Nowak Dental Supplies, we understand that in times of change standing out is more than just posting a lot of updates on your clinic's social media. It is about creating an incredible patient experience and being there for your patients when they need you the most.

Patient behaviors are constantly changing, and your practice needs to be ready to change as well. In these uncertain times, patients adapt to changes differently and these new behaviors can last for years to come. As states being to reopen, it is time to prepare your office to once again start seeing patients. Below are 10 tips that will help when it comes to communicating with your patients and staff.

**1 Communicate with Patients:  
The Most Important Step**

Explain how the use of Personal Protective Equipment (PPE) works to every patient, so they can have peace-of-mind during their appointment.

**2 Stagger Patients**

Do not stack dental appointments. Increase appointment load gradually. Only use chairs 1-3-5.

**3 Change Appointment Confirmation Style**

Begin confirming appointments over the phone. During these phone calls, explain your new safety policies and ask if the patient has been experiencing any symptoms or fever.

**4 Modify Patient Check-In**

Close your reception room. Perform check-ins over the phone and have patients wait outside or in their cars. Call patients on their cellphones to come in once previous patient is gone and sanitation is complete.

**5 Restrict Office Entry**

Only allow patients to enter office for appointment. Have spouses, friends, caregivers, and parents wait outside. They can assist patient to the front door, where the patient will be greeted by a technician and taken into office.

**6 Remove Non-Essential Items**

Any non-clinical items should be stored and out of site. Remove dental display models, flyers, brochures, nightguard samples, implant displays, etc.

**7 Take Precaution During Deliveries**

All supply deliveries from package carriers or dental suppliers should be accepted outside and thoroughly sanitized before taken into practice.

**8 Contain All Aerosol Sprays**

Use rubber dams to contain sprays. Dental hygienists should have a dental assistant help them and use a high-volume ejector (HVE) during hygiene procedures.

**9 Create a Sanitation Technician Position**

This new dental position will consist of having a dental assistant responsible for sanitizing all areas of concern. They can also assist in greeting patients at front door.

**10 Take Patient Temperatures**

This step should not be considered a diagnosis of patients. However, if a patient does have a higher than average temperature, postpone appointment in order to protect yourself, your team, and all other patients.